Semi-Annual Regional Commercial Industry Meeting

Presented by the

Joint Personal Property Shipping Office - Colorado Springs
(JPPSO-COS)
25 September 2003

JPPSO-Colorado Springs Commercial Industry Meeting

Agenda

Directors Welcome & Comments	**LtCol Wilhelm**
JPPSO Panel/Remarks	
Billing	**Mr. Wood**
Documentation	**TSgt Stitt**
Inbound	**Ms. Vicki Hardnett**
NTS	**TSgt Becker**
Quality Control	**Mr. Bob Irwin**
Movement Predictions	**Ms. Linda Willert**
Shipment Planning	**TSgt Boughn**
QA/TQAP	**Ms. Sharon James**

In Loving Memory of

MSgt Jeff Brinker

A Coworker and Friend

E Pluribus Unum

Intro-Overview

- **Quick Review of AF Regionalization Program**
- **Ways to Reach the JPPSO (Info Technology)**
  - ***Handout with JPPSO Phone Numbers***
  - ***https://www.jppso-cos.af.mil/***
- **Some General Questions**
- **What can Agents/Carriers do to help?**
- **Future Meeting/Conference Calls (Discuss at end of meeting)**

Air Force Regionalization
Present Status

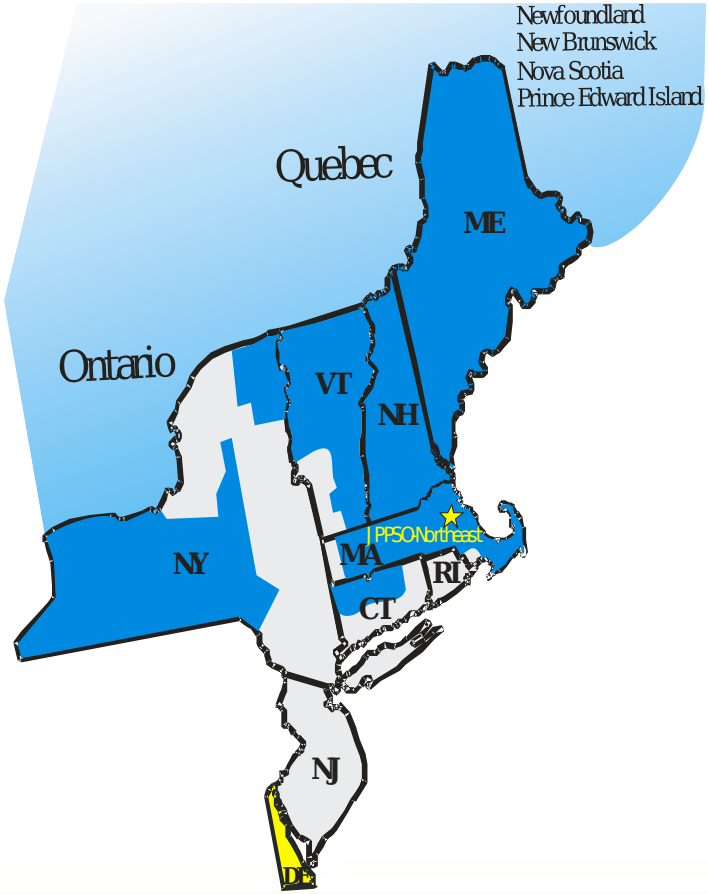
- **JPPSO-Colorado Springs**
  - ***Apr 2002 (Phase 1)* – Buckley AFB, CO; FE Warren AFB WY**
  - ***Apr 2003 (Phase 2)* – Cannon, Kirkland, Holloman AFB's, NM; Luke and Davis Monthan AFB's, AZ; Nellis AFB, NV; and Hill AFB, UT**
  - ***Oct 2003 (Phase 3)* – Mountain Home AFB, ID; Malmstrom AFB, MT; Minot and Grand Forks AFB's, ND; Ellsworth AFB, SD; Offutt AFB, NE; and McConnell AFB, KS**

Air Force Regionalization
Present Status

- **JPPSO-San Antonio**
  - *Apr 2002 (Phase 1)* – *Goodfellow AFB and Dyess AFB, TX*
  - *Apr 2003 (Phase 2a)* – *Sheppard Air Force Base, TX; and Little Rock Air Force Base, AR*
  - *Oct 2003 (Phase 2b)* – *Altus, Tinker, and Vance AFB's, OK*
  - *TBD* – *Barksdale AFB, LA; Maxwell AFB, AL; Laughlin AFB, TX; and Keesler and Columbus AFB's, MS*
- **JPPSO-Northeast**
  - *TBD* – *Dover AFB*

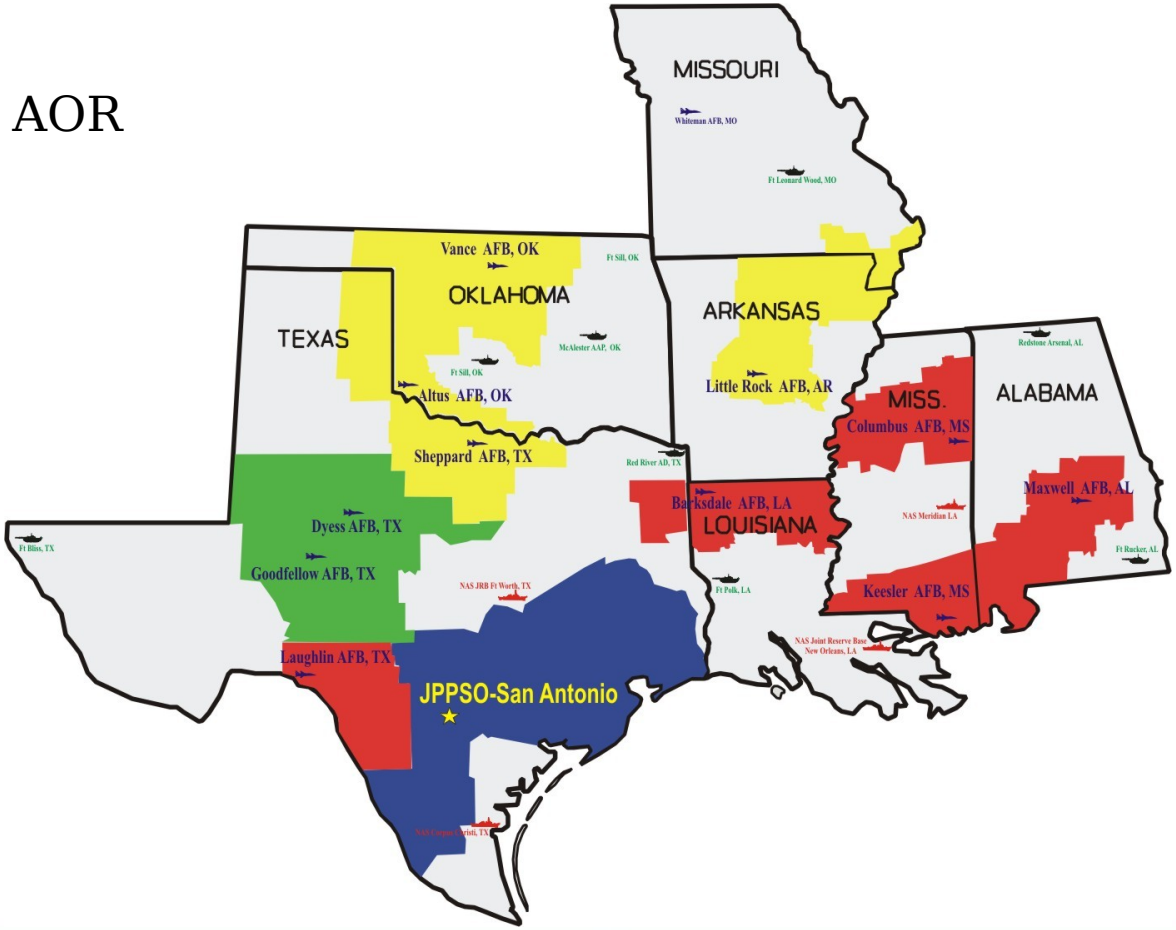
Air Force Regionalization
JPPSO-Northeast AOR

- Original AOR
- TBD



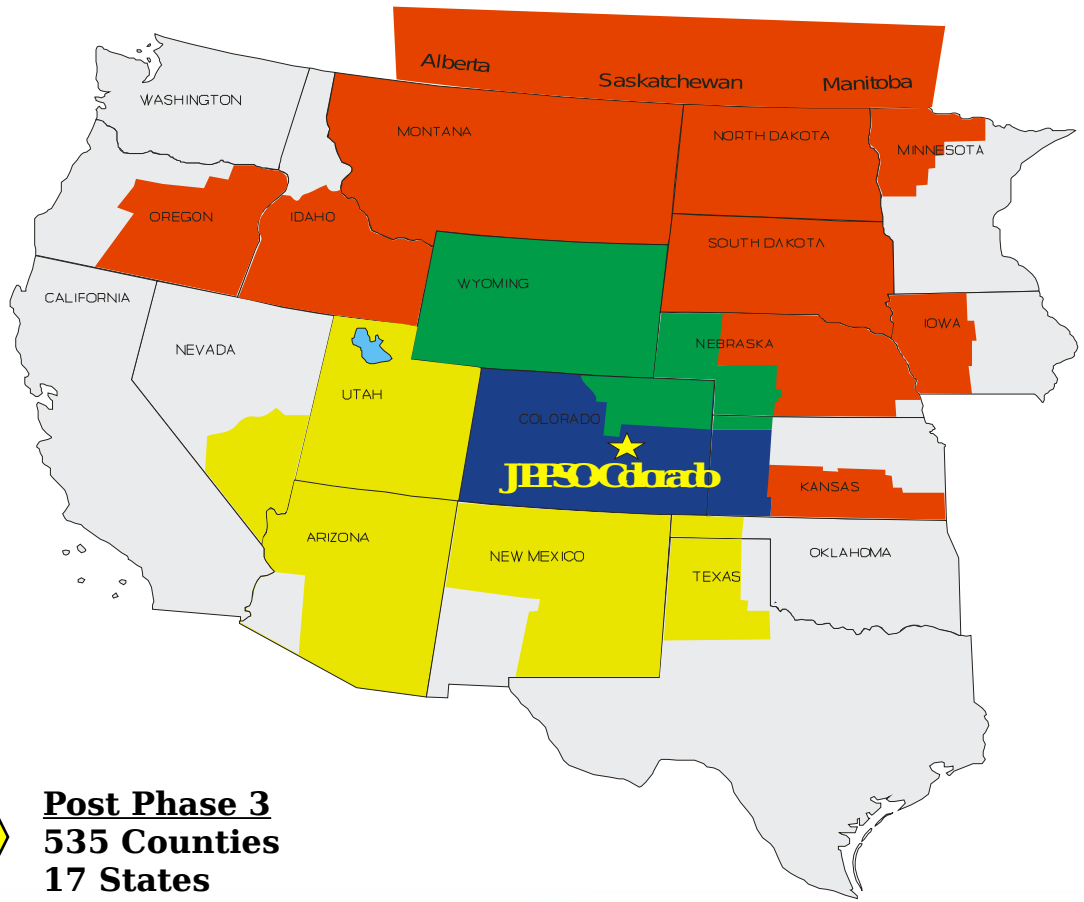
Air Force Regionalization
JPPSO-San Antonio AOR

- Original AOR
- Phase 1
- Phase 2
- Phase 3



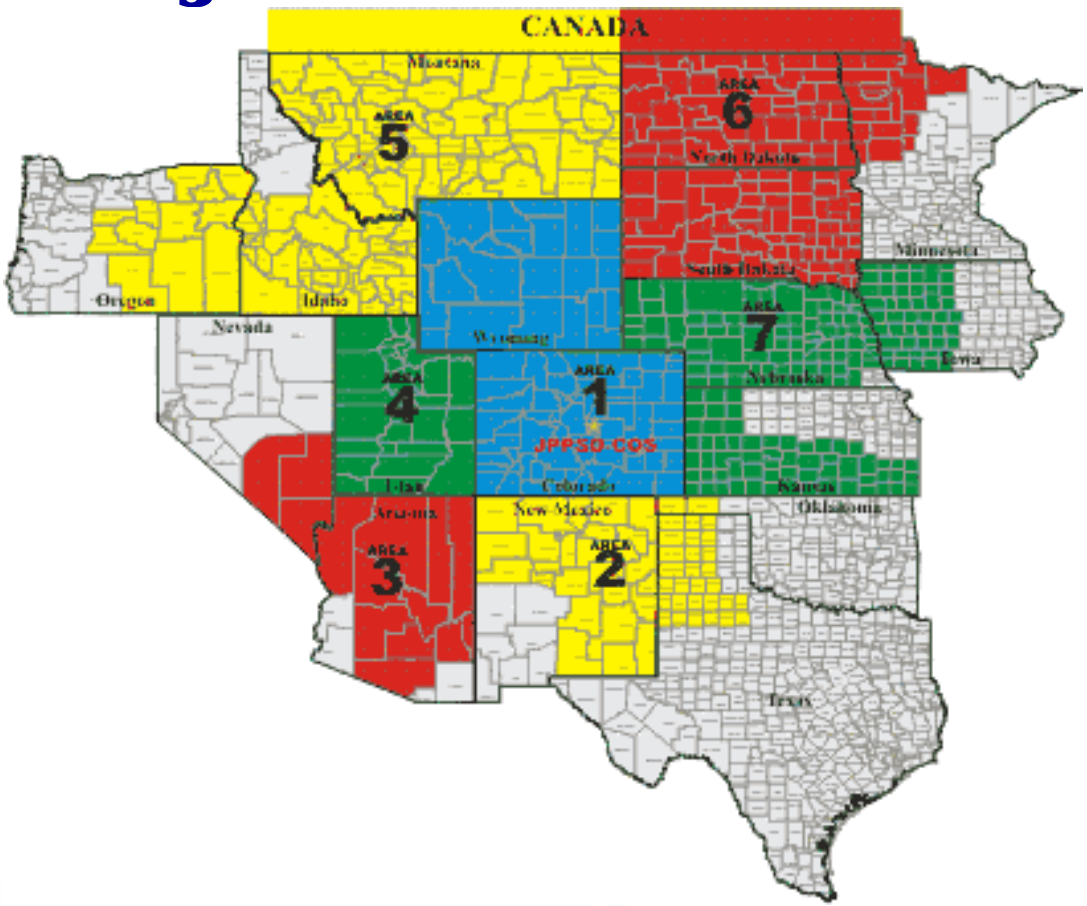
Air Force Regionalization
JPPSO-Colorado Springs AOR

- Original
- AOR
- Phase 1
- Phase 2
- Phase 3



Post Phase 3
535 Counties
17 States

Air Force Regionalization
JPPSO-Colorado



E Pluribus Unum

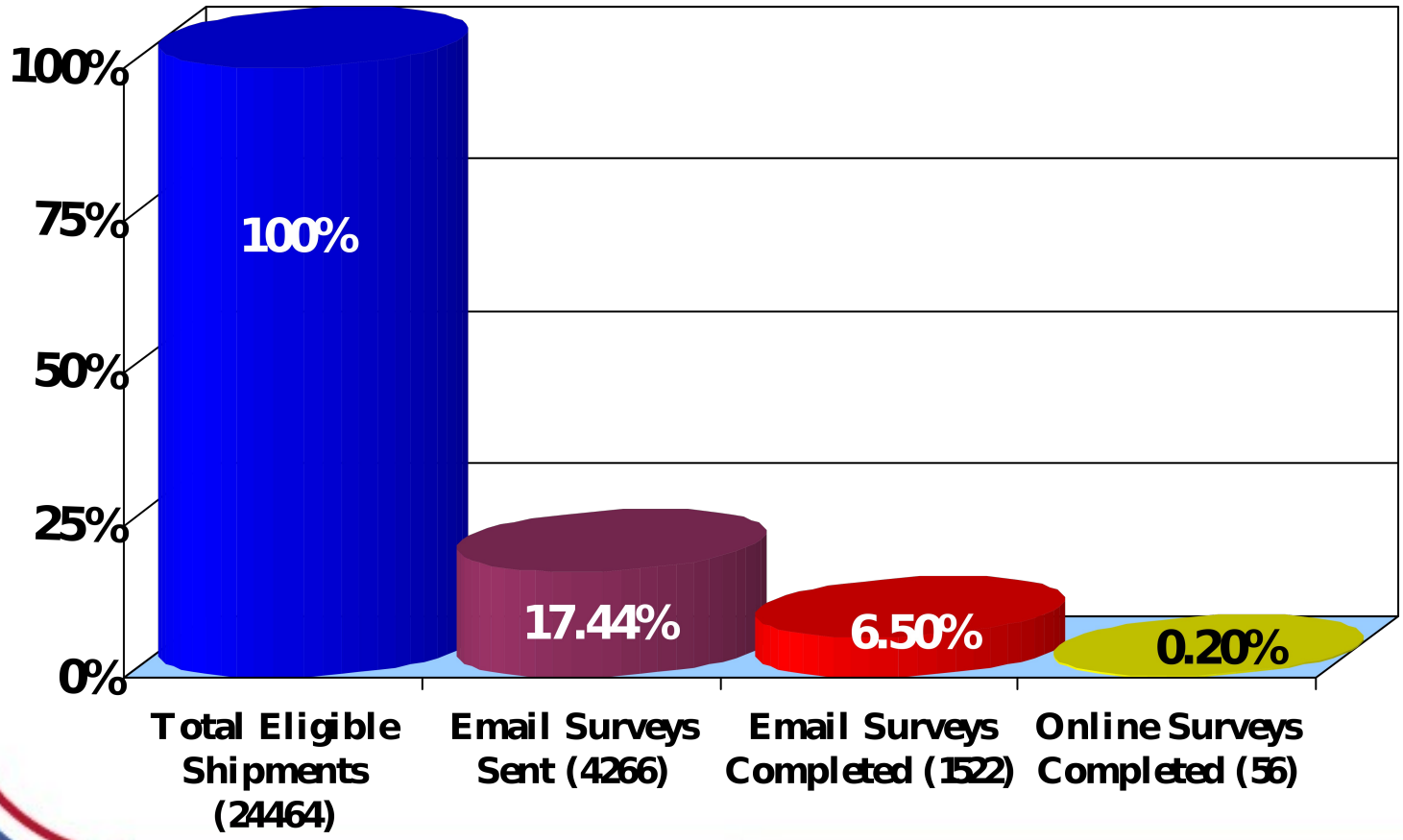
Intro-Overview

- **Ways to Reach the JPPSO (Info Technology)**
  - ***Handout with JPPSO Phone Numbers***
- **Some General Questions**
- **What can Agents/Carriers do to help?**
- **Future Meeting/Conference Calls (Discuss at end of meeting)**

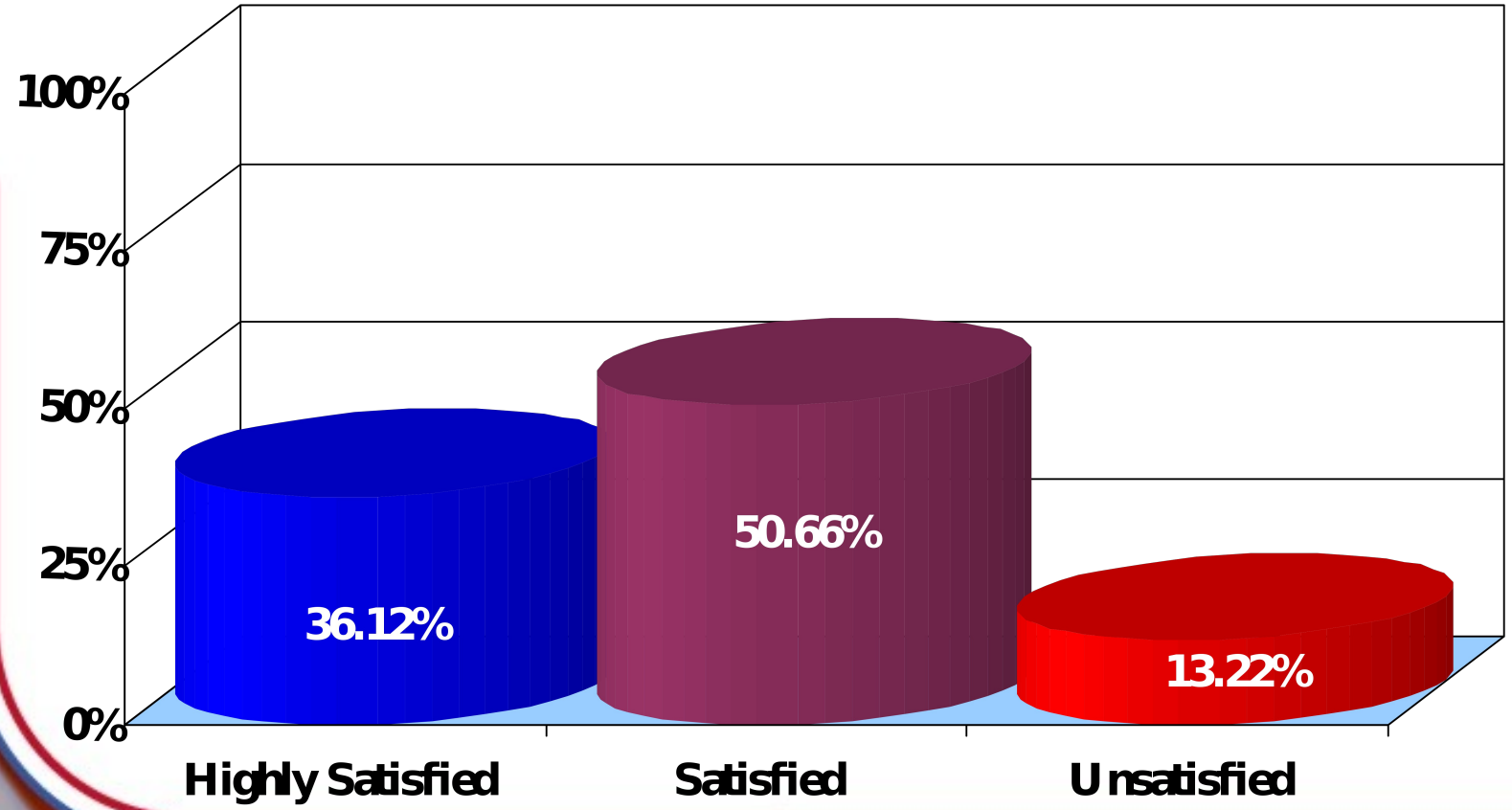
AIR FORCE SATISFACTION SURVEY

- **Designed to provide feedback to Air Staff on regionalization efforts**
- **Solicits feedback from property owners concerning quality of moving experience**
- **NOT designed to grade or score carrier or agent performance against the TOS**
- **Survey managed by JPPSO-Northeast**

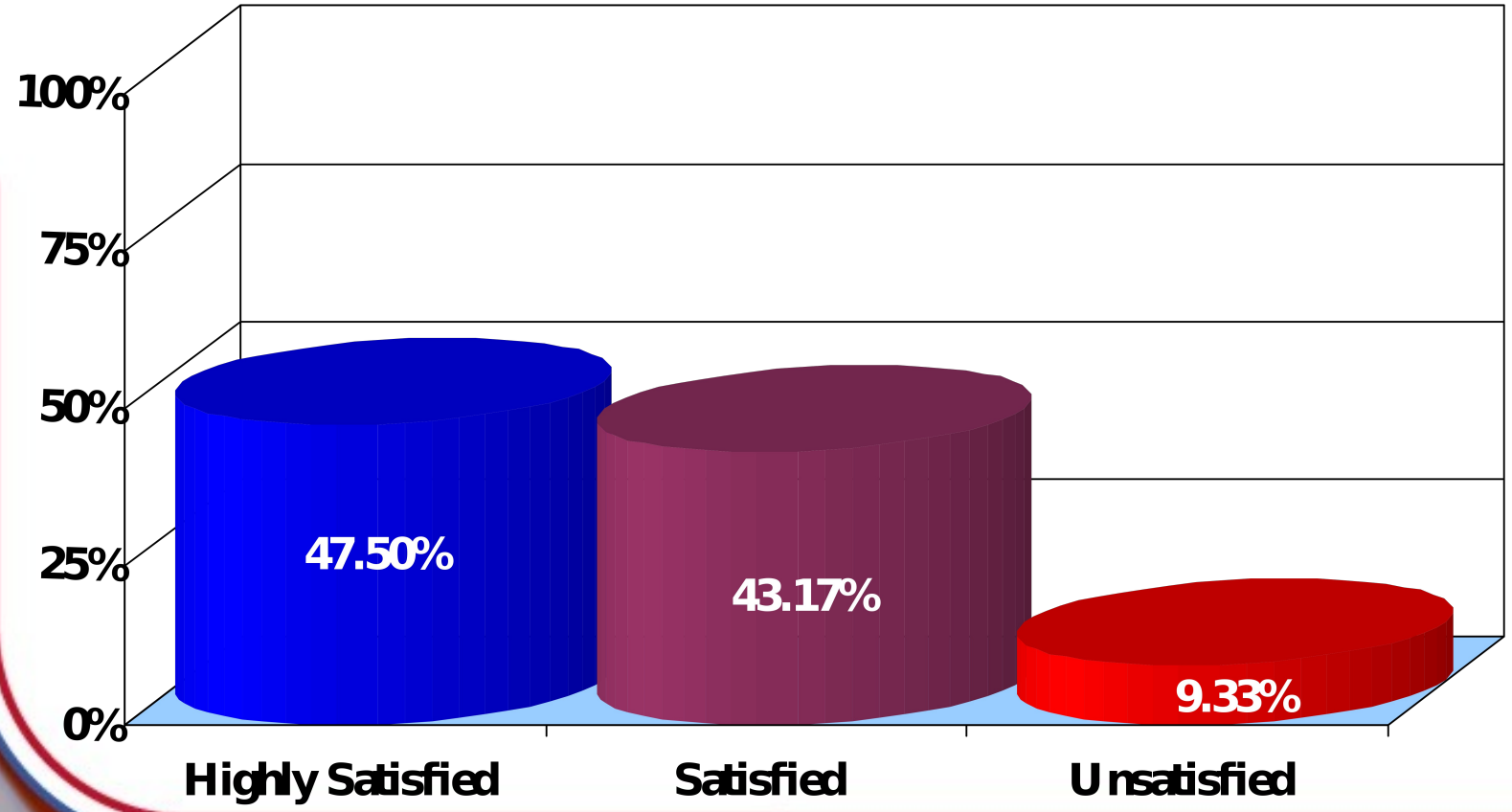
Survey Totals



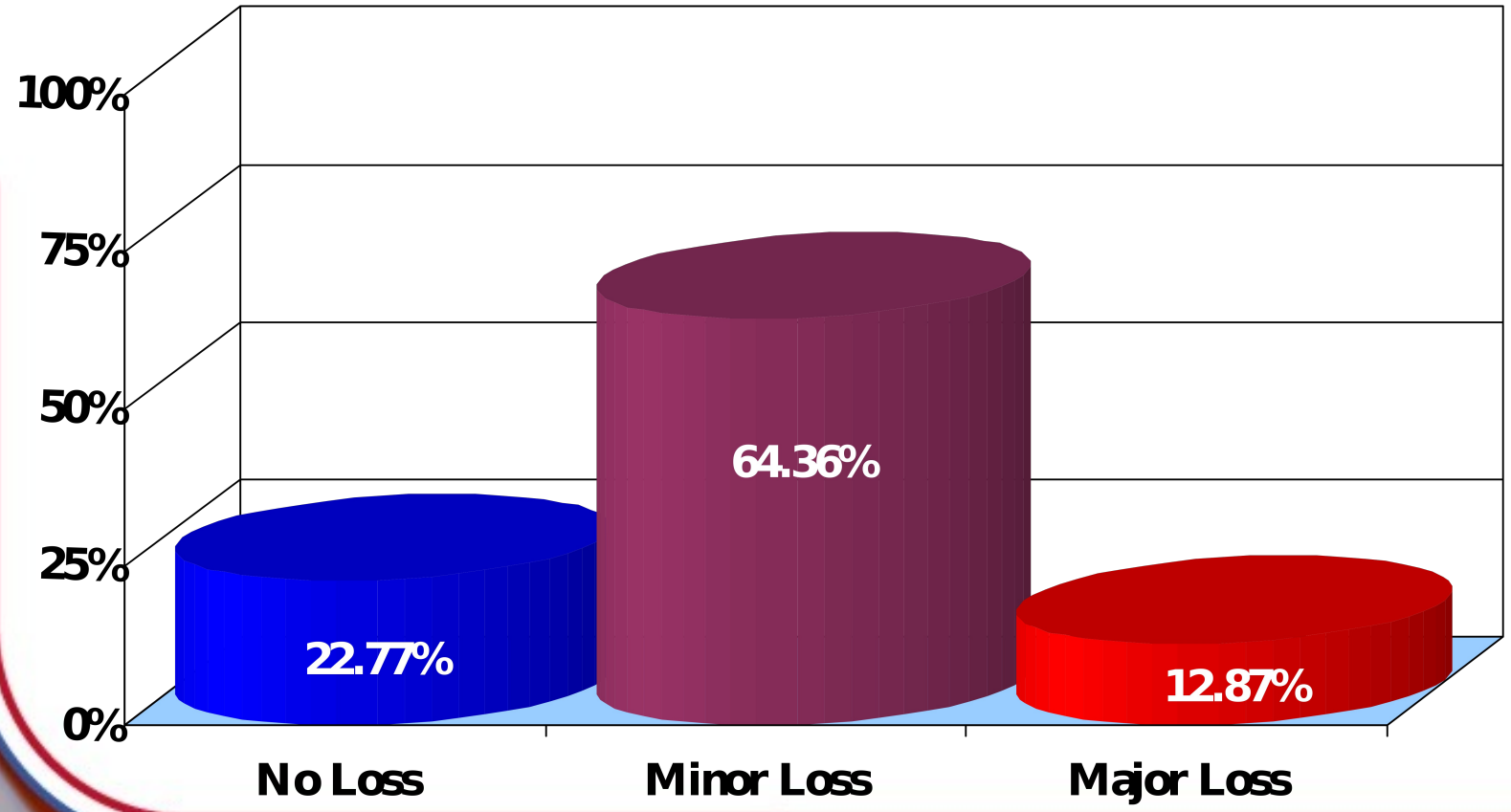
Professionalism of the Crew at Origin



Professionalism of the Crew at Destination



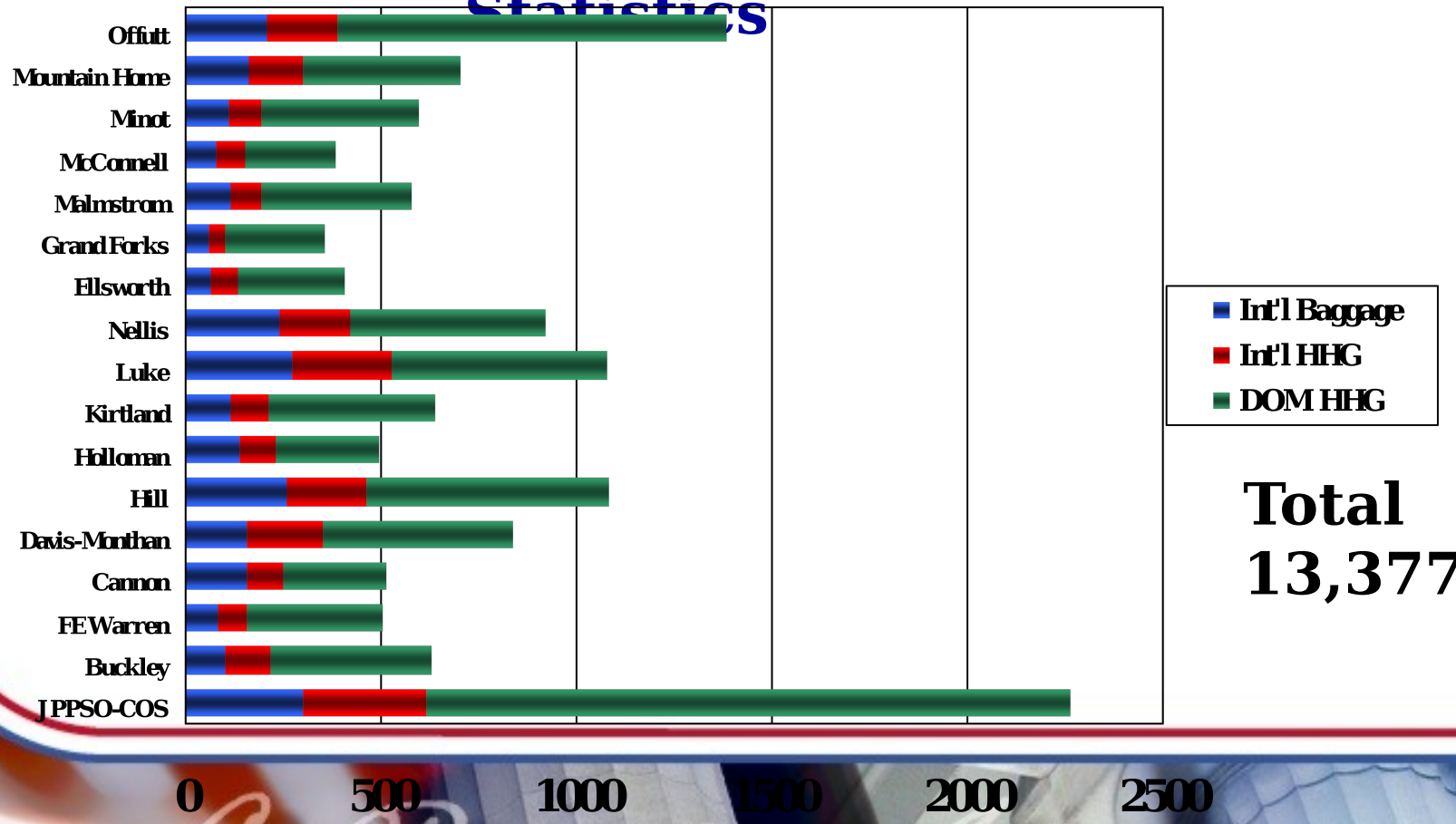
Condition of Household Goods Upon Delivery



JPPSO-Colorado Springs Commercial Industry Meeting

Outbound Shipments

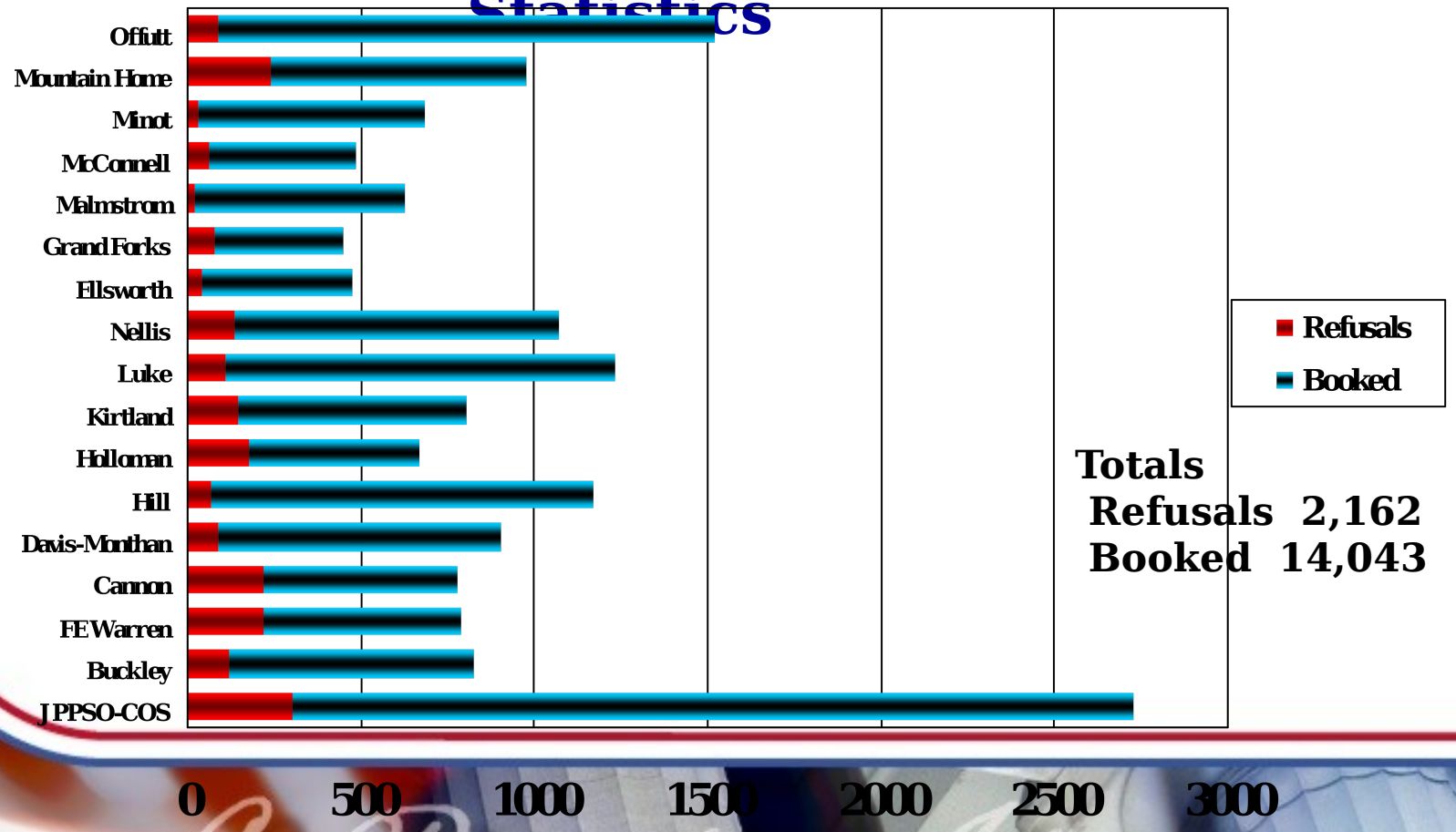
Summer 2003 Statistics



Commercial Industry Meeting

Shipments Booked/Refusals

Summer 2003 Statistics



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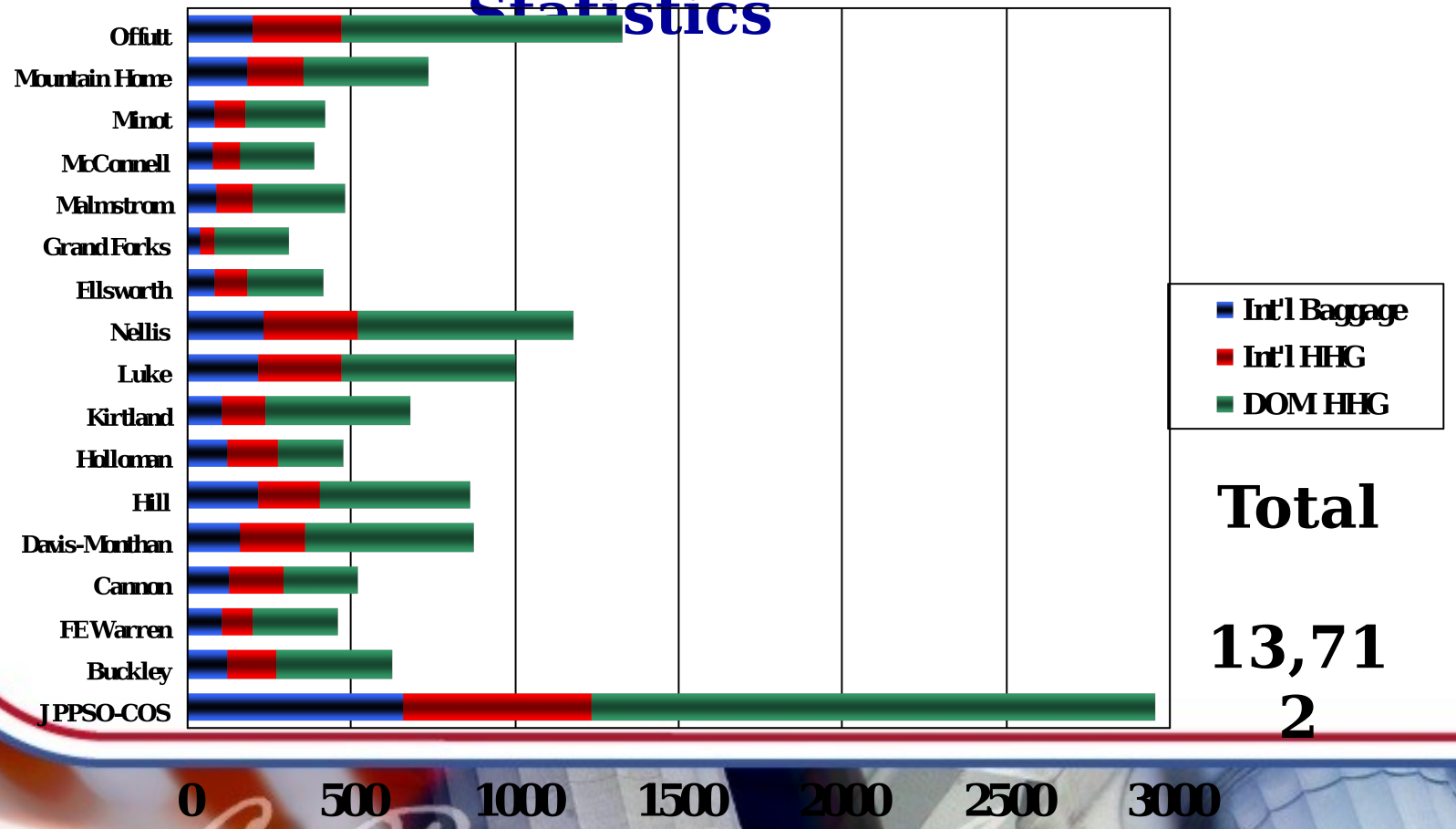
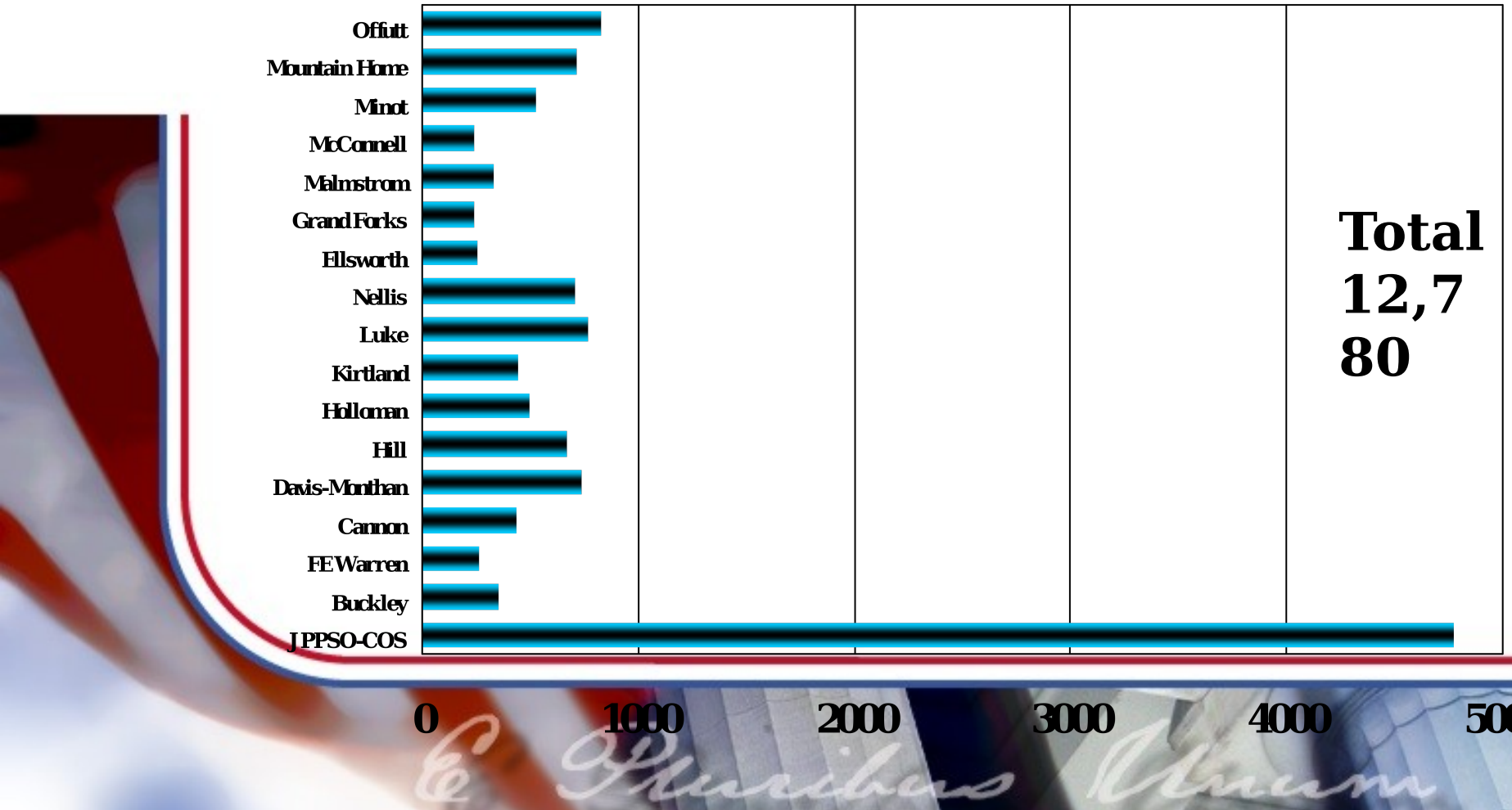
Inbound Shipments

Summer 2003 Statistics



Commercial Industry Meeting

Current Non-Temporary Storage Lots



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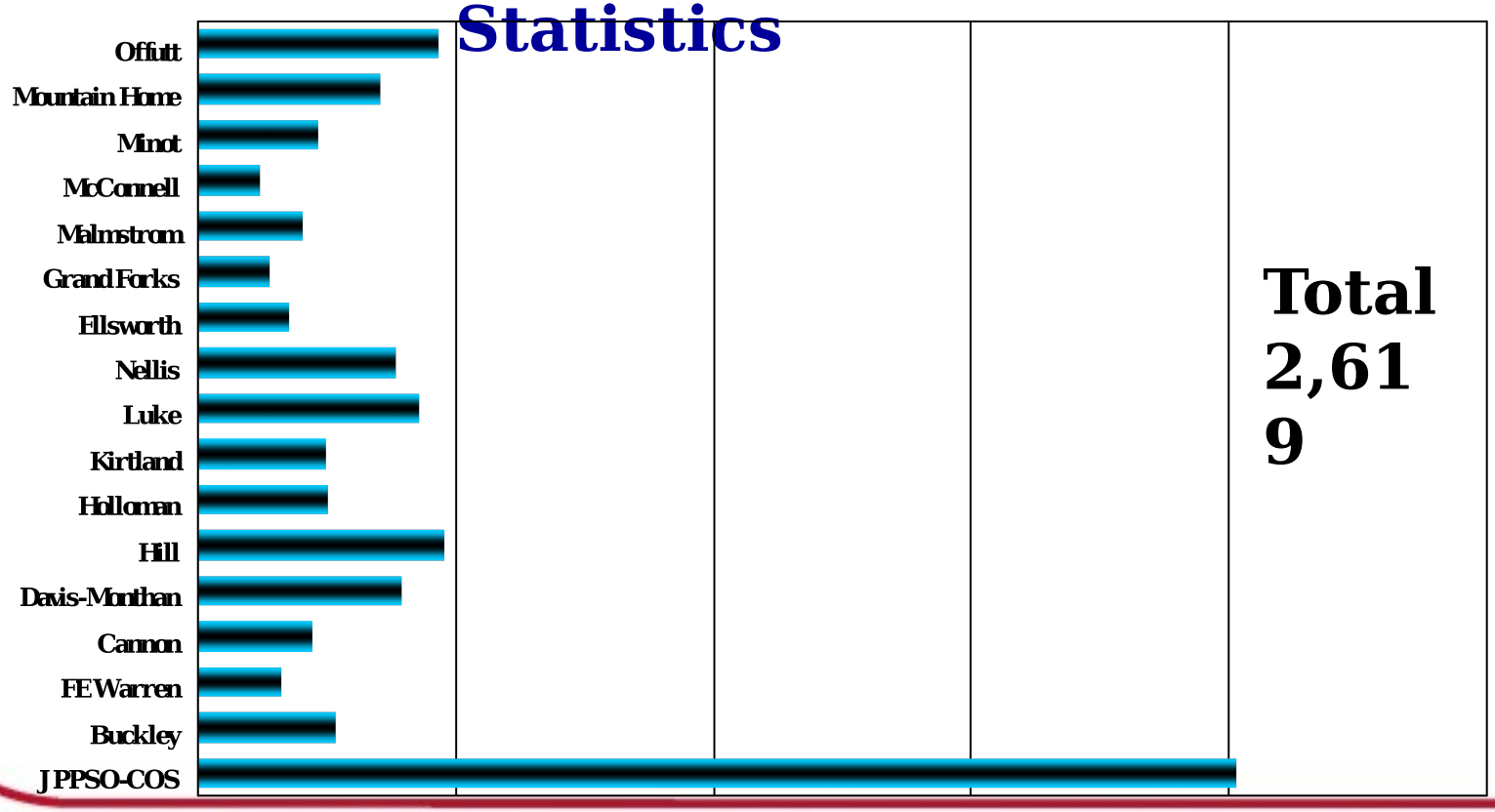
Shipments Placed in NTS

Summer 2003 Statistics



JPPSO-Colorado Springs Commercial Industry Meeting
Billing

- **Invoices - DPM**
  - **Bulk mailing (15th and 30th)**
  - **Submit 3 copies**
    - **Required entries**
  - **DFAS (www.dfas.mil)**
- **DD Forms 619 and DD Forms 619-1**
- **NTS Invoice Issues**

JPPSO-Colorado Springs Commercial Industry Meeting
Billing

- **DFAS Email Addresses**
  - **DAYTON: dfas-dy-ds@dfas.mil**
  - **FT SILL: dfas-lw-vpis@dfas.mil**
  - **LIMESTONE: Vernon.davenport@dfas.mil**
  - **SAN ANTONIO: dfas-sa-vpis@dfas.mil**
  - **SAN BERNADINO: Richard.aquino@dfas.mil**

JPPSO-Colorado Springs Commercial Industry Meeting *Documentation*

- **BL/GBL Process and Distribution**
  - **BL/GBLs are printed ten business days in advance of the pickup date . . . USPS daily**
  - **BL/GBLs Quick calls are printed immediately . . . FAX and then sent Priority Mail**
  - **Priority mail utilized on Tuesdays and Thursdays as required**
  - **Batch Mailed to servicing agent, or carrier if servicing agent is not listed**

JPPSO-Colorado Springs Commercial Industry Meeting
Receiving GBLs

- **GBLs not received prior to the pickup date**
  - **Request a faxed copy**
  - **Verify correct mailing address is on file with JPPSO-COS**
  - **Provide designated servicing agent at time of booking**

JPPSO-Colorado Springs Commercial Industry Meeting

Documentation Areas

- **Storage-in-Transit Extensions, Expiration Notifications and Conversions**
  - **POC is SSgt Hicks**
- **Non-Temporary Storage Extensions, Expiration Notifications and Conversions**
  - **POC is Marc Stuckman**
- **Documentation Queue Phone Number: (719) 554-9259**
- **Contact TSgt Diane Stitt for questions/concerns**

JPPSO-Colorado Springs Commercial Industry Meeting *Storage in Transit (SIT)*

- **SIT Expiration Notifications**
  - **Initial notification letter sent to member 60 days prior to original expiration date**
  - **Second/final notification letter sent to member 30 days prior to expiration date.**
  - **If storage is extended, copy of the approved extension is forwarded to the agent.**
  - **Storage not extended; member and agent sent conversion letter (member's letter sent via certified mail)**

JPPSO-Colorado Springs Commercial Industry Meeting *NTS Storage Extensions & Expirations*

- **Storage Expiration Notifications**
  - **Initial notification letter sent to member 90 days prior to expiration date**
  - **Second/final notification letter sent to member 45 days prior to expiration date. Agent receives letter with BOA statement that shipment will be converted to member's expense following the expiration date.**
  - **Agent will not convert storage to member's expense until receipt of a DD Form 1164 from the JPPSO**

JPPSO-Colorado Springs Commercial Industry Meeting *Inbound*

- **Clarification on Clearing Shipments**
  - **International Rate Solicitation**
    - **HHG Item 435/UB Item 436**
      - **before Noon - by COB**
      - **after Noon – by Noon next day**
  - **Domestic Rate Solicitations (Code 1 & 2)**
    - **Distance 1-200 miles – 1 Hour**
    - **Distance 200 or more miles – 2 Hours**
  - **DPM – Confirmation Notices will be FAX or Email**
- **Scheduling Deliveries (By Phone) via conference calls**

JPPSO-Colorado Springs Commercial Industry Meeting *Inbound*

- **Agent Office Manning Hours**
  - **Reference DTR 4500.9-R, Chap 402, Para K9b**

- **b. Administrative Personnel. The carrier's office or the carrier's agency office shall be staffed at all times during normal working hours with personnel authorized to book shipments and arrange for the provision of services. One employee with such authority is required for one to three DOD-approved carriers represented. One additional employee with such authority is required when more than three DOD-approved carriers are represented.**

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NTS

- **Crating of Mirrors, Pictures, Glass or Marble Tabletops, and Similar Fragile Items**
  - **Per BOA C-3f required to pack in a crate or container specifically designed for that purpose**
- **Inventories Required to be Returned within 7 days**
  - **Helps in processing end of month invoices**
  - **Per BOA C-7c**

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Shipment Planning

- **ABCS (Automatic Booking for Carriers System)**
  - **Group Email Account Recommended**
  - **Two (2) hour response time**
  - **DPM procedures**
- **Carrier Preference (Member Request)**
  - **Pay/No Pay Member**
  - **Adverse affects on TDR**
  - **Prior Unsatisfactory (for member)**

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Shipment Planning

- **NTS Releases**
  - **Carrier/Agent**
- **Saturation Letters**
  - **One Letter – Whole AOR**
  - **Dates Shipments cannot be accepted**
  - **Codes of Service**
  - **Period Generally will not exceed one month**
  - **No shipments offered, but tonnage will be charged**
  - **Shipments with pickup dated after saturation period will still be offered**

JPPSO-Colorado Springs Commercial Industry Meeting *Shipment Planning*

- **TDR**
  - **Domestic**
    - **Separate TDRs are established for each AOO, code of service, and destination state**
    - **Utilizes average shipment score and new rates for that rate cycle**
    - **Low rate carrier with highest average score gets 1st offer**
  - **International**
    - **Separate TDRs established for each ITGBL code of service for each traffic channel (rate area to rate area)**
    - **Shipments distributed exclusively to carriers on the lowest rate level, unless their capacity is exceeded**

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QC

- **Additional Service**
  - **Whom to Contact**
- **Preparation of Article**
  - **Totes**
  - **Nuts & Bolts**
- **Pro Gear**
  - **Inventory**
  - **Weight**

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QC

- **TV Plasma**
  - **Proper Packing**
- **Carrier Unauthorized use of Company Forms (Bingo Cards)**
- **Additional Comments**
  - **Helpful Hints for a Good Move**

JPPSO-Colorado Springs Commercial Industry Meeting
Movement Predictions

	Inbound	Outbound
Colorado Springs Metro Area	3,733	3,317
Buckley AFB, CO	570	485
FE Warren AFB WY	415	445
Cannon AFB, NM	471	555
Davis-Monthan AFB, AZ	605	1,007
Hill AFB, UT	870	873
Hollomon AFB, NM	398	489
Kirtland AFB, NM	524	597
Luke AFB, UT	1,281	890
Nellis AFB, NV	1,119	898
Ellsworth AFB, SD	428	381
Grand Forks AFB, ND	227	305
Malmstrom AFB, MT	496	487
McConnell AFB, KS	269	351
Minot AFB, ND	273	520
Mountain Home AFB, ID	737	567
Offutt AFB, NE	993	1 ,006

JPPSO-Colorado Springs Commercial Industry Meeting
TQAP

- **Letter of Intent**
  - **Acceptance or Rejection of the LOI**
  - **Agency Agreement**
  - **Areas of Operation (AOO)**
  - **Rate Cycle filing date**
- **Use of Alternate Agent**
  - **JPPSO Approved outside AOR**
  - **JPPSO Approved within AOR**

JPPSO-Colorado Springs Commercial Industry Meeting
TQAP

- **Appeals**
  - **Scores**
- **Exception to Carrier/Agent Limitations**

JPPSO-Colorado Springs Commercial Industry Meeting

Closing Comments

https://www.jppso-cos.af.mil